



# **PRE-AND POST-INSPECTIONS POLICY AND PROCEDURE**

**NOVEMBER 2022**

**PRE AND POST-INSPECTIONS POLICY & PROCEDURE**

<b>SW9 Community Housing</b>	
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<b>Policy Owner</b>	<b>Repairs Manager</b>
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**REVIEWERS/ CONTRIBUTORS**

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## 1. INTRODUCTION

1.1 The key objective of the Pre and Post-Inspection Policy is to ensure SW9 CH's repairs and maintenance is carried out in line with current best practice and complies with legal obligations. We aim to ensure that repairs are carried out effectively, efficiently and with due regard for value for money, while delivering proper standards of quality.

## 2. AIMS AND OBJECTIVES

2.1 This policy & procedure's aims and objectives are to:

- Demonstrate SW9 CH's commitment to delivering Value for Money
- Demonstrate our commitment to quality and customer satisfaction
- Outline the process of undertaking pre- and post-inspections for responsive repairs
- Outline how pre- and post-inspections would be communicated to residents

## 3. RESPONSIBILITIES AND SCOPE

3.1 This policy and procedure apply to all repairs that require a pre and post-inspection to be carried out by SW9 CH.

3.2 Staff required to be familiar with this policy and procedure include:

- **Repairs and Estate Services Staff**
- **Neighbourhood Team**

## 4. DEFINITIONS

Inspections can be classified as either pre-inspections or post-inspections.

### 4.1 PRE-INSPECTIONS

Pre-inspections will be needed to accurately diagnose the problems and determine what work is required.

It is SW9 CH's intention to minimise the use of pre-inspections. However, examples of where it is necessary include:

- Where the tenant is unable to fully explain the repair required and needs our assistance
- Where the responsibility for the repair lies with the tenant or it is unclear

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- Where a work schedule is required to cover major or multiple repairsA previous repair has not solved the problem

Many pre-inspections by surveyors result in no further work at the property and are actually advisory visits on managing controls or condensation advice etc. This will be identified as a separate category of inspection visits. Demand levels for these will be used to inform our communication, programmes and product choices.

100% of all voids will be pre-inspected by SW9 CH.

## 4.2 Post-Inspections

Post-inspections will be carried out to collate 'quality' information regarding the repairs. As a minimum we set an annual inspection target of:

- 100% of voids
- 100% of jobs over £1000 where access can be gained
- 10% of all other jobs completed

We will use the information gathered to improve the repairs process and ensure an acceptable level of quality is achieved. The results will be reviewed at monthly operational meetings with the contractor providing the service.

Where there are trends or concerns, these will be referred to the Senior Leadership Team who may at their discretion increase the percentage of post-inspections.

## 5. THE PRE-INSPECTION PROCESS

### 5.1 WHICH REPAIRS REQUIRE PRE-INSPECTIONS?

Repairs most likely to be pre-inspected are:

- Those of a complex nature
- Where there may be an insurance claim
- Where the repair does not fall clearly into SW9 CH's or the tenant's repairing responsibility
- Where the Repair Team member speaking to the customer about the repair, believes that the damage may have been caused by the tenant
- Where similar works have previously been undertaken in the recent past. This shall generally mean within the guarantee period of the previous works, but this period could be extended for more major works such as adaptations for disabled facilities grants, etc.

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- Where capital works are needed
- Where a tenant has applied to mutually exchange their home or to transfer
- For Void pre- and post-inspections please see the Allocations and Lettings Manual (ALM).

- 5.2 Most repairs will not require a pre-inspection. The work will be straight forward and easily diagnosed from the description of the work required by the tenant.
- 5.3 Where a pre-inspection of the repair is required, this will be raised on Northgate by a member of the Repairs Team.
- 5.4 Some repairs will need an inspection to determine the exact nature of the repair.
- 5.5 The inspecting officer will complete the pre-inspection form, which is shown in appendix 1.
- 5.6 Where it is decided that a pre-inspection is required the pre-inspection request will be raised and an inspection carried out within 7 days (subject to access). SW9 CH has the right to access a property to effect repairs. The repair period is 28 calendar days from the date of raising the repair.
- 5.7 The inspecting officer will try to determine whether the repair is fair wear and tear as part of the inspection. Where the inspection reveals unusual wear and tear the tenant will be advised that the cost of the repair may be rechargeable. This will be a decision made by the inspecting officer/Neighbourhood Officer.
- 5.8 The inspecting officer should advise the Repairs Team of the outcome of the inspection so that they may raise a work order. If a repair is not required, or if it is to be picked up as part of the cyclical or planned programme, the tenant should be informed.

## 6. THE POST INSPECTION PROCESS

### 6.1 WHICH JOBS REQUIRE POST-INSPECTION?

All jobs over the value of £1000 will be post inspected together with 10% of all other jobs.

- 6.2 Where a post inspection is required, the inspecting officer/Repairs Assistant will make an appointment, where appropriate, with the tenant to inspect.
- 6.3 The inspecting officer will complete the post-inspection form, which is shown in appendix 2.
- 6.4 If the repair is not completed to a satisfactory standard, they should arrange for it to be recalled and completed satisfactorily by the contractor at no additional cost to

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SW9 CH.

- 6.5 In the event that the recalled visit establishes a more complicated repair than was originally instructed as needed, and which should have been identified at the original visit, the contractor will charge for the latter job and either not charge or will credit SW9 CH (if already paid), for the original job.

## 7. SUMMARY DATA GATHERED

- 7.1 All pre and post-inspections must be recorded including the results.

### 7.2 PRE-INSPECTIONS

- Name of inspecting officer
- Date of inspection
- Address
- Whether the works are communal or residential
- Vulnerabilities identified
- Works description
- Resident responsibility: yes/no
- Date order raised (if applicable)
- Estimated cost
- Signature of resident and inspecting officer

### 7.3 POST-INSPECTIONS

- Name of inspecting officer
- Date of works originally completed
- Order number
- Date of inspection
- Address
- Whether the works are communal or residential
- Telephone or physical inspection
- Vulnerabilities identified
- Works description
- Trade
- Pass/fail
- Whether the customer is satisfied with the works
- Description of results
- Correct costs applied?
- Vo applied by contractor (amount)
- Vo approved by SW9 (amount)
- Photographs uploaded
- Actions to address any shortfalls
- Signature of resident and inspecting officer

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## 8. MONITORING ANALYSIS

The pre and post-inspection results will be recorded on a spreadsheet saved to a central database (appendix 3 and 4). This will be reviewed with the surveyor in 1:1s and the contractor at operational meetings to ensure actions and trends have been identified and addressed.

## 9. Legislation and regulation

The legislation listed in this policy is not intended to cover all legislation applicable to this policy. To meet the required HCA Value for Money Standard outcome on adherence to all relevant law, SW9 CH will take reasonable measures to ensure compliance with any and all applicable legislation by reviewing policies & procedures and amending them as appropriate. The legislation listed within this policy was considered at the time of the development of this policy, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered and the policy reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this policy. Any queries relating to the applicable legislation should be directed to the policy author.

## 10. Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

## 11. Review

All policies should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.

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#### VERSION CONTROL/CHANGE RECORD

**Guidance:** When a document has undergone **major changes** requiring approval, the version number must change – e.g. from V1.0 to V2.0. When a document has undergone **minor changes**, not requiring approval, only the number after the decimal point must change – e.g. from V1.1 to V1.2. When a document is reviewed but no changes are made, the number after the decimal point must still change.

<b>Date</b>	<b>Reviewed by (name and title)</b>	<b>Version</b>	<b>Summary of changes</b>

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<b>SW9 Community Housing Pre-Inspections Form</b>
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<b>Name of Inspecting Officer:</b>	Click here to enter text.
<b>Date of Inspection:</b>	Click here to enter a date.
<b>Property Address:</b>	Click here to enter text.
<b>Communal or residential</b>	<b>Communal</b> <input type="checkbox"/> <b>Residential</b> <input type="checkbox"/>
<b>Vulnerabilities identified:</b>	Click here to enter text.
<b>Works Description:</b>  Click here to enter text.	
<b>Are the works the responsibility of the resident?</b>  Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>Date Order Raised (if applicable):</b> Click here to enter a date.	
<b>Estimated cost of works:</b> Click here to enter text.	
<b>Signature of resident:</b>	
<b>Signature of inspecting officer:</b>	

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Approved by:	<b>Services Committee</b>	Policy Type:	Adopted <input type="checkbox"/> Adapted <input type="checkbox"/> <b>SW9 Owned <input checked="" type="checkbox"/></b>		

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**SW9 Community Housing Post-Inspections Form**

<b>Name of Inspecting Officer:</b>	Click here to enter text.
<b>Date of Inspection:</b>	Click here to enter a date.
<b>Property Address:</b>	Click here to enter text.
<b>Communal or residential:</b>	<b>Communal</b> <input type="checkbox"/> <b>Residential</b> <input type="checkbox"/>
<b>Telephone or physical inspection:</b>	<b>Telephone</b> <input type="checkbox"/> <b>Physical</b> <input type="checkbox"/>
<b>Vulnerabilities identified:</b>	Click here to enter text.
<b>Works Order Number:</b>	Click here to enter text.
<b>Date works completed:</b>	Click here to enter a date.
<b>Trade:</b>	Choose an item.
<b>Works Description:</b> Click here to enter text.	
<b>Result of Inspection:</b> <b>Pass</b> <input type="checkbox"/> <b>Fail</b> <input type="checkbox"/>	<b>Correct Costs Applied:</b> <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Is the customer satisfied with the work?</b>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>
<b>Description of Results:</b> Click here to enter text.	
<b>VO applied by Contractor (amount):</b>	
<b>VO approved by SW9 (amount):</b>	

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Photographs:			
<b>Any additional action required:</b>			
Click here to enter text.			
<b>Signature of resident:</b>			
<b>Signature of inspecting officer:</b>			

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Pre-Inspections Monitoring Spreadsheet								
Name of Inspecting Officer	Inspection Date	Address	Communal or Residential?	Vulnerabilities	Works Description	Tenant or SW9 responsibility?	Date order raised	Estimated cost

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APPENDIX 4. POST-INSPECTION MONITORING FORM

Post-Inspections Monitoring Spreadsheet									
Name of Inspecting Officer	Inspection Date	Address	Communal or Residential?	Telephone or Physical Inspection?	Vulnerabilities	Works Order Number	Date Works Completed	Trade	Works Description

Post-Inspections Monitoring Spreadsheet							
Result of Inspection	Correct cost applied?	Is customer satisfied? Y/N	Description of Results	VO £ applied by contractor	VO £ approved by SW9	Any additional action required?	Date closed off

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